

CLAIMS:

1. (Previously presented) A method for probing services in a network environment, said method comprising:
 - providing a script;
 - providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;
 - providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;
 - measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate the first set of performance data and the second set of performance data; and
 - collecting, in a database, the first and second sets of performance data produced by said measuring.
2. (Original) The method of Claim 1, further comprising:
 - comparing at least one value, obtained by said measuring, with at least one threshold value.
3. (Original) The method of Claim 2, further comprising:
 - reporting results of said comparing.
4. (Original) The method of Claim 2, wherein said comparing further comprises:
 - utilizing said at least one threshold value derived from a service level agreement.
5. (Previously presented) The method of Claim 1, further comprising:
 - comparing data from said local probe with data from said remote probe.

6. (Original) The method of Claim 1, wherein said measuring further comprises:
measuring availability.
7. (Original) The method of Claim 1, wherein said measuring further comprises:
measuring response time for at least one request.
8. (Canceled)
9. (Canceled)
10. (Original) The method of Claim 1, wherein:
said providing a script further comprises defining a set of transactions that are
frequently performed by end users; and
said employing further comprises placing at least one remote probe at each
location having a relatively large population of end users.
11. (Previously presented) The method of Claim 1, wherein said local probe is one
of:
a component probe;
an application probe; or
a network probe.
12. (Previously presented) A method for probing services in a network environment,
said method comprising:
providing a script;
providing a remote probe configured to measure a first set of performance data
associated with a client device, wherein the performance data is data related to an
interaction of the client device with a server device;
providing a local probe configured to measure a second set of performance data
associated with a server application on the server device with which the client device

interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;

providing an iterative process for each of the remote probe and local probe, including a - d below:

- a. measuring a client-server application's performance according to said script;
- b. sending to a database data produced by said measuring;
- c. waiting for a set interval;
- d. repeating the above three steps until said iterative process is terminated; with said at least one local probe, executing said iterative process; and with said at least one remote probe, executing said iterative process.

13. (Original) The method of Claim 12, further comprising:

comparing at least one value obtained by said measuring with at least one threshold value.

14. (Previously presented) The method of Claim 12, further comprising:

comparing data from said local probe with data from said remote probe.

15. (Original) The method of Claim 12, wherein said measuring further comprises: measuring response time for at least one request.

16. (Canceled)

17. (Canceled)

18. (Original) The method of Claim 12, wherein:

said providing a script further comprises defining a set of transactions that are frequently performed by end users; and

said employing further comprises placing at least one remote probe at each location having a relatively large population of end users.

19. (Currently amended) The method of Claim 12, wherein said local probe is one of:
employing a component probe;
employing an application probe; ~~and or~~
employing a network probe.
20. (Previously presented) A method for probing services in a network environment, said method comprising:
 - providing a script;
 - providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;
 - providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;
 - obtaining at least one local probe measurement of a client-server application's performance, according to said script;
 - obtaining at least one remote probe measurement of said client-server application's performance, according to said script;
 - comparing at least one of said measurements with at least one threshold value;
 - and
 - reporting results of said comparing.
21. (Original) The method of Claim 20, wherein said comparing further comprises:
deriving said at least one threshold value from a service level agreement.
22. (Original) The method of Claim 20, wherein:
said obtaining at least one remote probe measurement further comprises
measuring response time for a request; and
said obtaining at least one local probe measurement further comprises measuring
response time for said request.

23. (Original) The method of Claim 22, further comprising:
comparing said at least one local probe measurement with said at least one remote probe measurement.
24. (Currently amended) The method of Claim 20, wherein said local probe is one of:
a component probe;
an application probe; and or
a network probe.
25. (Previously presented) A system for probing services in a network environment, said system comprising:
a script;
a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;
a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;
means for measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate the first set of performance data and the second set of performance data; and
means for collecting, in a database, the first and second sets of performance data produced by said measuring.
26. (Original) The system of Claim 25, further comprising:
means for comparing at least one value, obtained by said means for measuring, with at least one threshold value.

27. (Original) The system of Claim 26, further comprising:
means for reporting results of said comparing.
28. (Original) The system of Claim 26, wherein said means for comparing further comprises:
means for utilizing said at least one threshold value derived from a service level agreement.
29. (Previously presented) The system of Claim 25, further comprising:
means for comparing data from said local probe with data from said remote probe.
30. (Original) The system of Claim 25, wherein said means for measuring further comprises:
means for measuring availability.
31. (Original) The system of Claim 25, wherein said means for measuring further comprises:
means for measuring response time for at least one request.
32. (Canceled)
33. (Canceled)
34. (Original) The system of Claim 25, wherein:
said script further comprises a set of transactions that are frequently performed by end users; and
said plurality of probes further comprises at least one remote probe placed at each location having a relatively large population of end users.
35. (Previously presented) The system of Claim 25, wherein said local probe further comprises at least one of:

a component probe;
an application probe; or
a network probe.

36. (Previously presented) A computer-readable medium having computer-executable instructions for probing services in a network environment, said computer-executable instructions comprising:

a script;
means for providing a remote probe configured to measure a first set of performance data associated with a client device, wherein the performance data is data related to an interaction of the client device with a server device;
means for providing a local probe configured to measure a second set of performance data associated with a server application on the server device with which the client device interacts, wherein the second set of performance data is data related to an interaction of the server application with the client device;
means for measuring a client-server application's performance, with said local and remote probes, according to said script; and
means for collecting, in a database, the first and second sets of performance data produced by said measuring.

37. (Original) The computer-readable medium of Claim 36, further comprising:

means for comparing at least one value, obtained by said means for measuring, with at least one threshold value.

38. (Original) The computer-readable medium of Claim 37, further comprising:

means for reporting results of said comparing.

39. (Original) The computer-readable medium of Claim 37, wherein said means for comparing further comprises:

means for utilizing said at least one threshold value derived from a service level agreement.

40. (Previously presented) The computer-readable medium of Claim 36, further comprising:

means for comparing data from said local probe with data from said remote probe.

41. (Original) The computer-readable medium of Claim 36, wherein said means for measuring further comprises:

means for measuring availability.

42. (Original) The computer-readable medium of Claim 36, wherein said means for measuring further comprises:

means for measuring response time for at least one request.

43. (Canceled)

44. (Canceled)

45. (Original) The computer-readable medium of Claim 36, wherein:

said script further comprises a set of transactions that are frequently performed by end users; and

said means for employing a plurality of probes further comprises means for employing at least one remote probe placed at each location having a relatively large population of end users.

46. (Previously presented) The computer-readable medium of Claim 36, wherein said means for providing a local probe further comprises at least one of:

means for employing a component probe;

means for employing an application probe; or

means for employing a network probe.

47. (Previously presented) The method of claim 1, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein the method further comprises:

comparing a first response time measured by said local probe to a second response time measured by said remote probe.

48. (Previously presented) The method of claim 1, wherein measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate said first set of performance data and said second set of performance data comprises performing a plurality of transactions with a plurality of different servers and measuring performance characteristics with regard to each transaction and each server using said remote probe, and obtaining performance data from each of a plurality of local probes associated with each server.

49. (Previously presented) The method of claim 12, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein measuring a client-server application's performance according to said script further comprises:

comparing a first response time measured by said local probe to a second response time measured by said remote probe.

50. (Previously presented) The method of claim 12, wherein measuring a client-server application's performance according to said script comprises performing a plurality of transactions with a plurality of different servers and measuring performance characteristics with regard to each transaction and each server using said remote probe, and obtaining performance data from each of a plurality of local probes associated with each server.

51. (Previously presented) The system of claim 25, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein said system further comprises:

means for comparing a first response time measured by said local probe to a second response time measured by said remote probe.

52. (Previously presented) The system of claim 25, wherein said means for measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate said first set of performance data and said second set of performance data comprises:

means for performing a plurality of transactions with a plurality of different servers;

means for measuring performance characteristics with regard to each transaction and each server using said remote probe; and

means for obtaining performance data from each of a plurality of local probes associated with each server.

53. (Previously presented) The computer-readable medium of claim 36, wherein said local probe and said remote probe measure response time to requests generated by said script, and wherein said computer-readable medium further comprises:

means for comparing a first response time measured by said local probe to a second response time measured by said remote probe.

54. (Previously presented) The computer-readable medium of claim 36, wherein said means for measuring a client-server application's performance, with said local and remote probes, according to said script, to thereby generate said first set of performance data and said second set of performance data comprises:

means for performing a plurality of transactions with a plurality of different servers;

means for measuring performance characteristics with regard to each transaction and each server using said remote probe; and

means for obtaining performance data from each of a plurality of local probes associated with each server.